

FOR IMMEDIATE RELEASE: Monday, April 8, 2013

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INNOVATIVE UPDATES AT GLENDALE LIBRARY FOCUS ON PATRONS

Glendale, Ariz. — Visit in person or online to see the Glendale libraries' new innovations. The fresh and modern changes include a new layout at the Glendale Main Library, a new catalogue system, a reciprocal borrowing agreement with the Maricopa County Library District, a new radio frequency identification system, free music downloads, language learning database and additional funding to purchase library materials for borrowing.

New Look

The Glendale Main Library has been rearranged to better serve those patrons who visit. The reference desk and customer services areas were combined and are centrally located to provide better customer service. In addition, the youth section desk was relocated to allow for staff to be able to greet visitors and have a better visual connection with the rest of the library.

Better Technology

Polaris Library Systems, the libraries' new catalogue system, provides a variety of enhanced features and updated technology. The system uses a carousel format, where users can scroll through books, featuring an image of the book, CD or DVD. Users may also conduct searches or just browse the catalogue. With the new system, customers can make updates to their accounts, check out materials and put items on hold without asking for assistance. They can also email their title lists to themselves and text message a call number to their cell phones. If they want to do the same search periodically, they can save a search, and the system automatically runs the search and emails the results.

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GLENDALE LIBRARY CHANGES

Add 1-1-1-1

The libraries' have also switched to a radio frequency identification system or RFID. Most of the changes with this system takes place behind the scenes with the library's circulation operations, but for the visiting patron, they will find that they can check out much faster with this system. The system reads a tag in the book or other library materials and isn't as difficult to scan as the previously used barcode and laser system. It also allows for an entire stack of materials to be checked out at once instead of having to scan each individual item, saving the customer time. The system also reduces the number of false alarms as patrons leave the library and pass through the security devices.

Freebies

Glendale library cardholders can now get free music through the Freegal Music Service and Rocket Languages. Freegal Music provides access to millions of free songs through the Glendale libraries' web site at www.glendaleaz.com/library. There is a weekly download limit, but the songs are yours to keep once they are downloaded. On the Freegal site, users can keep track of their downloads and listen to samples. The music is in the MP3 format and works with any MP3 player, iPods and iTunes on both PCs and Macs.

Rocket Languages can also be accessed through the Glendale libraries' website. Rocket Languages enables patrons to learn up to 11 different languages, including sign language. While learning a language, users can listen to interactive audios, learn about the language and culture, participate in language learning games and track their progress.

More Books and Media

The Glendale libraries are now part of the reciprocal borrowing program with the Maricopa County Library District (MCLD). This program provides Glendale library patrons with 640,000 additional materials at MCLD's 17 libraries along with materials from other Valley libraries in the reciprocal borrowing program. With this program any Maricopa County resident, regardless of which municipality they reside in, can get a library card from any municipal or county library in the county. For instance, a resident of Glendale can get a card in Peoria, and vice versa. This program opens up almost all Valley libraries to Glendale residents.

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GLENDALÉ LIBRARY CHANGES

Add 2-2-2-2

A big change Glendale library patrons will see is the increase in book materials. The library is purchasing new books and reading materials, based on patron interest and for the replacement of printed materials at the end of their useful life. The libraries will continue to offer the community access to best-selling fiction and non-fiction titles, covering all subjects and genres, large print materials, adult and youth foreign language materials, youth picture and board books, beginning readers and chapter books, books with media, graphic novels for adults, youth and teens, pop-up and novelty books, movie and TV tie-ins titles and adult and youth reference materials.

Glendale has three public libraries. Glendale Main is located at 5959 W. Brown St. Foothills Branch is located at 19055 N. 57th Ave., and Velma Teague Branch is located at 7010 N. 58th Ave. For more information on the three Glendale libraries or access to the library website, visit www.glendaleaz.com/library.

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